

FRESNO, CALIFORNIA  
CLASS SPECIFICATION

UTILITIES CUSTOMER FIELD SPECIALIST

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**FLSA STATUS:**

Non-Exempt

**CLASS SUMMARY:**

The Utilities Customer Field Specialist is the second level in a four-level Code Compliance Utilities series. In addition to the Utilities Customer Field Technician duties, incumbents are responsible for conducting complex utility services research, calculating and collecting utility payments, updating official City maps and records, reviewing records and repair orders received from field crews to ensure accuracy for future use by internal staff, providing customer service, preparing and verifying the accuracy of computations and plot information obtained from plans, checking lot dimensions and street widths against recorded maps.

The Utilities Customer Field Specialist is distinguished from the Utility Customer Service Technician by its responsibility for performing more complex research and assignments associated with utility services. The Utilities Customer Field Specialist is distinguished from the Utilities Customer Field Senior, who is responsible as lead worker, for making work assignments, overseeing the work of other Utilities Customer Field staff, training, ordering and distributing supplies, preparing reports, and performing administrative tasks in the absence of the supervisor.

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**TYPICAL CLASS ESSENTIAL DUTIES:** (These duties are a representative sample; position assignments may vary.)

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1. Operates and maintains a variety of tools, equipment, and vehicles utilized in utility customer service operations, including hardware and software related to job duties.
2. Conducts research associated with lot splits, lot mergers, and lot line adjustments; prepares and verifies the accuracy of computations and plot information obtained from plans; checks lot dimensions and street widths against recorded maps for accuracy; researches water sources for lot splits, lot mergers, and lot adjustments by conducting records searches, plat map searches, as-built map searches, and geographic information system (GIS) searches; coordinates associated field verifications; confers with builders, engineers, contractors, architects, and the public concerning water, sewer, and storm systems; reviews parcel maps, subdivision maps, as-builts, and various other drawings to respond to inquiries related to water, sewer, and storm system questions from builders, engineers, contractors, architects, and the public.

Daily  
20%  
(Actual  
Weekly:  
80%)

Daily  
20%  
(Actual  
Weekly:  
5%)

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3.	Implements water turn-ons and shut-offs in accordance with established <u>practices, policies and</u> procedures, <u>with an emphasis in dealing with face-to-face customer service issues in a professional and non-confrontational manner.</u>	Daily 10% (Actual Weekly: 50%)
4.	Responds to requests for service calls, <u>prioritizing and</u> determining most efficient routing to ensure completion of tasks within specified timeframes.	Daily 10%

**TYPICAL CLASS ESSENTIAL DUTIES:** (These duties are a representative sample; position assignments may vary.)

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5.	Performs a variety of administrative support activities in support of division operations, which includes: updates official City maps and records; maintain records and files; corrects service records and repair orders received from field crews to ensure accuracy for future use by field crews, engineering staff, plumbing contractors, inspectors, and the public; processing mailings; research computerized records; maintaining records; issuing delinquent notices; processing and collecting overdue payments; reporting hazards encountered in the field; and/or, performing other related activities.	(Actual Weekly: 10%)
6.	Collects water meter reads by driving <u>and/or walking</u> a specified route within the City. <u>Performs minor water meter maintenance.</u>	(Actual Weekly: 30%)
7.	Inspects properties for billing purposes, including private hydrants and sprinklers, domestic ad irrigation only metered service, square footage of flat rate parcels, bins, sewer or septic service, well service, and <u>inquiries, problems, and/or</u> complaints associated with high <u>or low</u> consumption.	(Actual Weekly: 5%)
8.	Performs other duties of a similar nature or level.	As Required

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Deleted: Calculates and collects payments for connection, development, meter, and hydrant use fees.

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5%

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Deleted: Performs routine water meter maintenance.

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**Training and Experience** (positions in this class typically require):

- High School Diploma, or GED, and one year of experience as a Utilities Customer Field Technician are required;
- OR
- An equivalent combination of education and experience sufficient to successfully perform the essential duties of the job such as those listed above. Minimum two years driving experience preferred.

**Licensing Requirements** (positions in this class typically require):

- Basic Class C License
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Deleted: None Required.

**Knowledge** (position requirements at entry):

Knowledge of:

- Applicable tools and equipment utilized in assigned area or responsibility;
- Mathematical concepts;
- Customer service policies, principles and practices;
- Basic geography;
- Research methods;
- Utilities services system operations.

**Skills** (position requirements at entry):

Skill in:

- Reading and interpreting blueprints, schematics, and other technical drawings related to job duties
- Using and maintaining applicable tools, equipment, vehicles, and hardware and software related to job duties
- Preparing and performing mathematical calculations
- Using computers and applicable software applications
- Reading and interpreting blueprints, schematics, and other technical drawings related to job duties
- Applying researching methods
- Communication, interpersonal skills as applied to interaction with coworkers, supervisor, the general public, business, organizations, elected and appointed officials, media, etc. sufficient to exchange or convey information, give/receive work direction

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**Physical Requirements:**

Positions in this class typically require: feeling, finger dexterity, grasping, hearing, repetitive motions, seeing, talking, bending, kneeling, lifting, reaching, standing, stooping, walking, balancing, climbing, crawling, crouching, pulling and pushing.

Very Heavy Work: Exerting up to 100 pounds of force occasionally, and/or in excess of 50 pounds of force frequently, and/or in excess of 20 pounds of force constantly to move objects.

Incumbents may be subjected to moving mechanical parts, electrical hazards, vibrations, fumes, odors, dusts, poor ventilation, adverse weather conditions, environmental hazards, gasses, chemicals, oils, travel and disruptive people.

**Note:**

The above job specification is intended to represent only the key areas of responsibilities; specific position assignments will vary depending on the business needs of the department.

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**Classification History:**

Draft prepared by Fox Lawson & Associates (LM)

Date: 12/2007